

Members' Library Service Request Form

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Originator	Head Of Policy and Partnerships
Originator's Ref (if any)	
Document Title	Update of Acceptable Use Policy for library Service Public Access Computers and the Wi-Fi Service

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Cabinet

Additional information:

Authorised By	Monica Patterson
Designation	Depute Chief Executive
Date	9 th September 2013

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REPORT TO: Members' Library Service

MEETING DATE:

BY: Depute Chief Executive – Partnerships and Services for Communities

SUBJECT: Update of Acceptable Use Policy for Library Service Public Access Computers and the Wi-fi Service

1 PURPOSE

- 1.1 The purpose of this report is to advise Cabinet that the Library Service's Acceptable Use Policy (AUP) has been updated.

2 RECOMMENDATIONS

- 2.1 That Cabinet note the update of this document.

3 BACKGROUND

- 3.1 An Acceptable Use Policy for public access PCs in libraries has been in place since 2002. The Policy requires regular updating to keep pace with changes in the use of technology. These changes have been discussed and approved with IT and Legal colleagues.
- 3.2 The main changes to the policy are regarding the use of digital devices. It states the user's responsibility when using devices provided by the Council such as net books and I-pads and also the user's responsibilities when using their own devices through the wi-fi service in libraries.

4 POLICY IMPLICATIONS

- 4.1 None

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial - None
6.2 Personnel - None
6.3 Other - None

7 BACKGROUND PAPERS

- 7.1 Acceptable Use Policy

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East Lothian Council
Library Service Computers and Internet: Acceptable Use Policy

1. Introduction

East Lothian Council, through its library service provides free access to a wide range of resources, including those available from the internet, in its role as a provider of informational, educational, recreational and cultural enrichment opportunities for its users.

Access to the internet is available via public access computers and Wi-Fi connections in East Lothian Council's libraries. You must use these computers in accordance with East Lothian Council's policies and procedures and existing legislation. This policy will be reviewed regularly to ensure that it remains timely and relevant. **Please be aware that use of any library computers/devices signifies acceptance of this policy.**

2. The Internet and the User's Responsibility

Some information available over the internet may be inaccurate, misleading or a matter of personal opinion. In addition some aspects of the internet can be controversial, harmful and of questionable legality. Users are encouraged to exercise critical judgement. All users accessing the service are responsible for selecting the content they view and East Lothian Council takes no responsibility for any content that the user or their parent or guardian finds offensive, immoral or distressing. East Lothian Council has no control over the information provided on the internet and accepts no responsibility for the quality, accuracy or availability of information accessed. Neither can East Lothian Council be held liable for any information that may be lost, damaged, stolen or unavailable due to technical or other difficulties.

Users are solely responsible for the security of any data they choose to provide to web sites and are reminded that as they will be working in a public place to be aware of their surroundings when working on confidential or sensitive information to ensure that no-one has visible access to their work. East Lothian Council is not responsible for any re-imburement due to the theft of personal data or other data.

It is in users interests to observe the following procedures in order to protect their confidentiality and avoid the loss of personal information –

- Please make sure to log out of your session when finished. The computer will then reboot clearing your internet history and cache.
- Any data saved to the computer will also be deleted at the end of your session. Information you wish to keep should be saved to an external storage device.

Those who use equipment belonging to East Lothian Council (specifically iPads, Netbooks and associated peripherals) outwith the libraries, in their home or in any other location, must ensure that they are adequately insured to cover the full cost of replacing these items as new. Should this occur East Lothian Council will invoice the user for the full cost of replacement.

Access to digital media is provided by East Lothian Council via third party providers. East Lothian Council accepts no responsibility for materials accessed from these providers.

3. Access

Computer and internet access is available to all members of the public who have a library membership or who complete a visitor registration. Those eligible for library membership are asked to complete and sign a membership form and provide 2 forms of ID. Visitors to the library requiring computer and internet access must complete a visitor registration form and provide adequate ID, e.g. passport, ID card, bank card. Children/young people under the age of 12 must have a library membership form/visitor registration form completed by their parent/guardian. Prior to using East Lothian Council's computer facilities all users will have to agree to abide by the terms and conditions of this Policy.

A booking system is in place. Members of the public can book a computer up to 7 days in advance, in blocks of two hour sessions, subject to demand. Sessions can be booked in advance by telephone, online, by e-mail, or in person.

No more than 2 people may use any single device at any one time, at the discretion of the library staff.

4. Use by Children and Young People

The parent or guardian in signing the membership form acknowledges that East Lothian Council cannot be held responsible for the websites or content the child or young person views. As with other library materials, parents or guardians are responsible for supervising their child's selection of information on the internet.

Pre-school children can access the library computers only if an appropriate membership form has been submitted and they are supervised by a competent companion aged 12 and over. The supervising companion must also be registered to use the service.

Children aged 5-12 who are registered, can access library computers alone only if they can use them with minimal help. Otherwise they must be supervised by a parent or guardian. Library staff have discretion to require a child under 12 to be accompanied.

5. Support

Library staff will offer general guidance and support for computer and internet use where possible but may not always be available to provide dedicated one-to-one assistance.

Introductory sessions on computers are advertised in libraries and are free to attend.

Library staff are under no obligation to provide technical support for users' own Wi-Fi enabled devices, including their Wi-Fi connection functionality.

6. Security

Security Software runs on all library computers/iPads/netbooks. However, it is the sole responsibility of users to provide anti-virus protection, personal firewall protection and to configure their laptop/PDA to provide the appropriate security settings to control access from other wireless devices within the range of the library's Wi-Fi service. East Lothian Council accepts no responsibility for damages incurred for incorrect, insufficient or incomplete security settings; or lack of adequate up-to-date virus protection as users shall assume all such risks.

Users should be aware that the East Lothian Council's Wi-Fi network is not secure and information sent from or to users laptops can be captured by anyone else with a wireless device and the appropriate software.

All access to the internet (including wireless access) is filtered to prevent access to inappropriate material. There are two levels of filtering, junior and adult. Which filter is applied will depend on a user's borrower ID. The internet filtering mechanism relies on categorisation of sites by a third party and East Lothian Council cannot guarantee its absolute reliability or appropriateness. If you find an unsuitable site which is not blocked or conversely a site that you feel has been inappropriately blocked please inform a member of staff and your request will be reviewed. *Note: Sites will only be unblocked if deemed to be suitable for use on East Lothian Council's public access network and there are no security advisories from our filtering supplier.*

East Lothian Council reserves the right to monitor and log all types of computer activity, including web sites visited, in order to plan better services and to ensure you keep to this policy. Monitoring may be performed manually as well as electronically. East Lothian Council is bound by the regulations of the Data Protection Act 1998 and will not release information on the use of specific internet resources by members of the public except as required by law, to disclose the commission of an offence or for the purpose of the management of the users use of East Lothian Council's Library Service.

Users of East Lothian Council's iPads/Netbooks must ensure that no personal data is left on these devices.

7. Misuse

East Lothian Council reserves the right to refuse further computer access to any users accessing or distributing material which is deemed to be inappropriate or offensive to others e.g. pornographic, obscene, racist, defamatory or illegal.

Users must not knowingly violate the security of the network; introduce or transmit a virus; or contravene licensing agreements or copyright law.

Users must not interfere with computer hardware; add to, amend or delete existing software. With the exception of memory sticks and headphones, you must not connect any external devices without seeking permission from a member of staff. Users must not connect any personal equipment to network points on library premises.

Users must only use your own library-issued borrower ID and PIN to book or log onto computers. Users must not allow anyone else to use their borrower ID and PIN.

8. Penalties

Users who fail to comply with this Acceptable Use Policy will have their session terminated by library staff. Users may be temporarily or permanently banned from using the computers. All violations will be reported to the Principal Libraries Officer. Suspected illegal acts will be referred to the police for investigation and may lead to prosecution.

Inappropriate use by persons under 12 years of age will result in the parent or guardian who signed the membership form being notified.